

Clerical and Office Branch
Office Machine Operation Group
Communication Series

AIRPORT OPERATIONS SUPPORT SUPERVISOR

08/00 (REB)

Summary

Under direction, supervise an Airport operations section engaged in a variety of support activities such as communications, security protocol enforcement and shuttle bus service.

Typical Duties

Direct radio and telephone communications. Involves: overseeing answering of emergency and non-emergency contacts with Airport Operations office which includes overseeing paging members of the public or department staff and transferring calls, preliminarily responding to crash phone calls from Air Traffic Control Tower and notifying functionally responsible personnel; issuing pagers and radios to department personnel as authorized.

Direct shuttle bus service within the Airport. Involves: ensuring shuttle buses run as scheduled; spot checking shuttles for cleanliness, scheduled maintenance or other operational conditions; arranging for shuttle repairs, servicing and replacement to sustain service continuity; distributing uniforms and vehicle keys to operators.

Direct assistance with enforcement of Airport security. Involves: overseeing monitoring of security cameras and alarm systems, and facilitating law enforcement requests for security monitoring as authorized; patrolling Airport perimeter to inspect for security breaches and compliance with Federal Aviation Administration security protocols, and responding to reported security breaches to inspect source of alarm; coordinating with senior Airport personnel, Airport tenants, or contractors to ensure observance of security protocols by line personnel which includes conducting training sessions in security regulations and instructing them on adherence in specific situations; overseeing issuance of Airport security badges, revocation of badge privileges within authorized limits, and background spot checks on badge holders; aiding Airport Operations Officer on duty as required; overseeing Airport lost and found.

Supervise assigned staff. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting job training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants and recommending selections for hire.

Perform related incidental duties contributing to the realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher graded supervisory or non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; logging activities, and preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. plus four (4) years experience in radio and telephone communication work, including two (2) years in Airport, Public Safety or similar operational environment; or equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: City and department operational methods and policies. Good knowledge of: office practices; use and care of two-way radio communication equipment; radio and telephone operation and dispatching rules and procedures. Some knowledge of: supervisory techniques; current Federal Aviation Administration airport security and safety regulations.

Ability to: read, analyze and interpret procedures manuals or governmental regulations; enforce Airport operations protocols with firmness, tact and impartiality; communicate effectively orally to explain Airport operations procedures to Airport employees, tenants, contractors and the general public, and in writing to prepare reports and business correspondence; process a high volume of work in a timely manner to meet deadlines; interpret various instructions in written, oral or schedule form to research and compile data; add, subtract, multiply and divide in any prescribed unit of measure using whole numbers, common fractions and decimals to compute rates, ratios and percents;

establish and maintain effective working relationships with fellow employees, officials, tenants and the general public; maintain files and records.

Skill in safe operation and care of: personal computers or network workstation; generic business productivity and specialized communications software comparable to that installed; common office equipment; motor vehicle.

Physical Effort and Work Environment: Frequent: driving a motor vehicle through City traffic; exposure to inclement weather. Occasional: sitting for long periods of time.

Special Requirements: Subject to call back, and working flexible or extended hours, weekends and holidays.

Director of Personnel

Department Head

OFFICIAL